

## Children's Special Health Care Services (CSHCS) Guidance Manual for Local Health Departments

### Appendix B MDCH Directory

This directory provides contact information referenced in the CSHCS Guidance Manual for Local Health Departments, and is divided into the following topic areas:

Provider Assistance  
Client Assistance  
Eligibility Verification  
Prior Authorization  
Billing Resources  
Claim Submission/Payment  
Policy/Forms/Publications

Appeals  
Health Plan Information  
Pharmacy Resources  
Vision Services Resources  
Reporting Fraud, Abuse, or Misuse of Services  
Other Health Care Resources/Programs  
Miscellaneous Contact Information

Contact/Topic	Phone # &/or Fax #	Mailing/Email/ Web Address	Information Available/Purpose
<b>Provider Assistance</b>			
Provider Inquiry  M-F 8am to 5pm EST	800-292-2550	MDCH/ Provider Inquiry PO Box 30731 Lansing, MI 48913-8231 <a href="mailto:Providersupport@michigan.gov">Providersupport@michigan.gov</a>	Provider resource for policy clarification, billing assistance
Provider Enrollment	517-335-5492 fax 517-241-8233	MDCH/Medicaid Payments Division Provider Enrollment Unit PO Box 30238 Lansing, MI 48913	Provider enrollment forms and information, update provider information, billing agent authorizations
<b>Client Assistance</b>			
Beneficiary Helpline M-W 8 am to 7 pm Th-F 9 am to 6 pm	800-642-3195	MDCH Enrollment Services Section 320 S. Walnut Street Lansing, MI 48913-7979	Client resource for all programs administered by the MDCH, billing problems, <b>mihealth</b> card replacements, etc.
Beneficiary Helpline (Pharmacy)	877-681-7540	First Health Services Corporation	Client can receive answers to general pharmacy questions
MIEnrolls (Michigan Enrolls) M-W 8 am to 7 pm Th-F 8 am to 6 pm	888-367-6557 TTY 888-263-5897	Michigan Enrolls PO Box 30412 Lansing, MI 48913	Health plan enrollment, provider participation information, and health plan change
MICild/Healthy Kids	888-988-6300 or 888-858-5929	DHS Office Services Division Grand Tower, Suite 203 PO Box 30037 Lansing, MI 48913 On-line application: <a href="https://eform.state.mi.us/michild/intro1.htm">https://eform.state.mi.us/michild/intro1.htm</a>	Applications and eligibility information
Healthy Kids Dental	800-482-8915	Delta Dental Customer Services	Information related to Healthy Kids Dental enrollees and services

Mail Order Pharmacy Contractor		Not yet identified	
4D Pharmacy Management Systems	888-274-2031		Resolution of mail order pharmacy co-payments and bills
Eligibility Verification			
Eligibility Verification System (EVS) – Automated Voice Response System (AVRS)	888-696-3510	For more information on the EVS and/or to obtain an AVRS user manual: <a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >>Providers >>Information for Medicaid Providers >>The MI Eligibility Verification System	Toll-free number for MI Medicaid providers to call and verify eligibility for Medicaid, CSHCS, MOMS, and ABW within 12 months of the date of query. There is no cost to use the AVRS.
MediFAX Electronic Data Interchange (EDI) – EVS products Eligibility Verification	800-819-5003	MediFAX EDI <a href="mailto:marketing@medifax.com">marketing@medifax.com</a> <a href="http://www.medifax.com">www.medifax.com</a> (Information and EDI user manual)	MediFAX offers EDI products for providers to purchase for verifying Medicaid, CSHCS, MOMS, and ABW eligibility. These products are easy to use, have quick response time, batch processing, date of service span, and the ability to print the eligibility response. There is a charge to the provider for these EDI products.
Eligibility Verification (out-of-state providers)	517-335-5477		For out-of-state providers to verify eligibility for Medicaid, CSHCS, MOMS, and ABW within the last 12 months
MediFAX EDI Customer Support	800-333-0263	<a href="mailto:Customer.service@medifax.com">Customer.service@medifax.com</a>	Providers can contact Customer Support if they are experiencing technical problems with the AVRS and/or a MediFAX EDI product
WebDENIS	877-BLUE-WEB (877-258-3932) fax 248-486-2214	Blue Cross Blue Shield of MI Electronic Business Interchange Group, L830 53200 Grand River New Hudson, MI 48165 <a href="http://www.bcbsm.com/providers">www.bcbsm.com/providers</a>	
Prior Authorization (Authorization of Services)			
Prior Authorization Division (FFS Medicaid & CSHCS)	800-622-0276 fax 517-335-0075	MDCH Prior Authorization Division PO Box 30170 Lansing, MI 48913	Prior authorization for all services except dental, hospital, and pharmacy
Prior Authorization (CHP or MHP)	See Health Plan list on MDCH website	Obtain specific health plan contact information at: <a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a>	For beneficiaries enrolled in a health plan, providers

		>>Health Care Coverage >>Medicaid, Michigan Medicaid Health Plans	are to contact the plan for authorization of services
Prior Authorization – Dental	800-622-0276 or 517-335-5090 fax 517-335-0075	MDCH Dental Prior Authorization PO Box 30154 Lansing, MI 48913	Prior authorization of dental services for Medicaid and CSHCS
Program Review Division (PRD) M-F 8 am to 5 pm EST	800-622-0276 fax 517-241-7813	MDCH Program Review Division (PRD) Private Duty Nursing (PDN) Attn: Debbie Long CCC 6 <sup>th</sup> Floor 400 S. Pine Street Lansing MI 48909	Private Duty Nursing
Prior Authorization – Pharmacy 24/7/365	877-624-5204 fax 887-888-6370	First Health Services Corp. 4300 Cox Rd. Glen Allen, VA 23060	PBM Technical Call Center for Pharmacies
Pharmacy Clinical Call Center M-F 8 am to 5 pm EST	877-864-9014 fax 888-603-7696	First Health Services Corp. 4300 Cox Rd. Glen Allen, VA 23060	PBM Clinical Call Center for Prescribers
Billing Resources			
MDCH Procedure Code Databases/Fee Screens,	517-241-7903 fax 517-335-5136	<a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> click on Providers, Information for Medicaid Providers, Provider Specific Information	MDCH-covered procedure codes, parameters, and fee screens for each provider type available on-line
MDCH Sanctioned Provider List		<a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >>Providers >>Information for Medicaid Providers >>List of Sanctioned Providers	List of providers that are excluded from participation in the Michigan Medicaid Program
Other Insurance Carrier List		<a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> click on Providers, Information for Medicaid Providers, Third Party Liability	List of insurance carriers
Claim Submission/Payment			
Provider Inquiry M-F 8am to 5pm EST	800-292-2550	MDCH/ Provider Inquiry PO Box 30731 Lansing, MI 48913-8231 <a href="mailto:Providersupport@michigna.gov">Providersupport@michigna.gov</a>	In-state, Out-of-state and non-enrolled provider claims
MDCH Cashier's Unit		MDCH/Cashier's Unit PO Box 30437 Lansing, MI 48913	Refund payments to MDCH, purchase Medicaid manual subscription
Third Party Liability Section	800-292-2550 (option #4) fax 517-346-9817	MDCH/TPL Bureau of Fiscal Review & Reimbursement PO Box 30435 Lansing, MI 48909 <a href="mailto:TPL_health@michigan.gov">TPL_health@michigan.gov</a>	Coordination of benefits issues
Policy/Forms/Publications			
Draft Medicaid Policy	517-241-7903	<a href="mailto:msadraftpolicy@michigan.gov">msadraftpolicy@michigan.gov</a>	Proposed policies are distributed for a 30-day public comment period. Copies of proposed policies may be requested via e-mail or obtained from the MDCH website at <a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a>

			>>Providers >>Information for Medicaid Providers
Medicaid Forms Distribution	517-373-6401 fax 517-241-1164	MDCH/Forms Distribution Lewis Cass Bldg. 320 S. Walnut Lansing, MI 48913	Many required forms are available in the Forms Appendix of this manual and on-line at: <a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >>Providers >>Information for Medicaid Providers >>Medicaid Provider Forms and Other Resources
Medicaid Policy Manuals, Bulletins and Numbered Letters	517-241-7903 fax 517-335-5136	msapolicy@michigan.gov	Copies of policy bulletins and numbered letters. This information is also available on-line at: <a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >>Providers >>Information for Medicaid Providers
Medicaid Publications		MDCH/Health Promotions & Publications 320 S. Walnut Lansing, MI 48933 <a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >>Providers >>Information for Medicaid Providers >>Ordering Publications	Medicaid brochures and other publications
<b>Appeals</b>			
Appeals (Beneficiary)	887-833-0870 or 517-334-9500 fax 517-334-9505	MDCH Administrative Tribunal & Appeals Division PO Box 30763 Lansing, MI 48913	Beneficiaries may request a hearing on benefit denial or placement in the Beneficiary Monitoring Program
Appeals (Provider)	517-335-9500	MDCH Administrative Tribunal & Appeals Division PO Box 30763 Lansing, MI 48913	Ambulatory, hospital, and nursing facility appeals
<b>Health Plan Information</b>			
Medicaid Health Plan & County Health Plans	517-335-5500	<a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >>Health Care Coverage >>Medicaid	Information regarding Medicaid Health Plans and County (ABW) Health Plans, and contract managers
Delta Dental Customer & Claims Services Department	800-482-8915		Information related to Healthy Kids Dental enrollees, services, and claims
<b>Provider Resources</b>			

MDCH Diaper & Incontinence Supply Contract	800-737-0045 fax 800-737-0084	J & B Medical 4305 Pineview Dr., Suite 100 Commerce Township, MI 48390	Volume purchase contract for select incontinence supplies. Refer to the Medical Supplier Chapter for additional information
MDCH Blood Lead Laboratory		MDCH Blood Lead Laboratory PO Box 30035 Lansing, MI 48913	Submit samples for blood lead testing
MDCH Childhood Lead Poisoning Prevention Project		PO Box 30195 Lansing, MI 48913	Education and outreach related to blood lead poisoning
MDCH Division of Family and Community Health	Fax 517-335-8294	MDCH Division of Family & Community Health PO Box 30195 Lansing, MI 48913	Certification/accreditation for MSS/ISS program providers
MDCH Lead Hazard Remediation Program	517-335-9390	PO Box 30195 Lansing, MI 48913	Obtain protocol for environmental investigations for children with elevated blood lead levels, a list of certified risk assessors, applications for training & certification, & education materials
Office of Medical Affairs	517-335-5181	MDCH/Office of Medical Affairs 320 S. Walnut Street Lansing, MI 48913	
Pharmacy Resources			
MDCH Pharmacy Benefit Manager (PBM)	887-624-5204	First Health Services Corporation 4300 Cox Road Glen Allen, VA 23060 <a href="http://www.michigan.fhsc.com">www.michigan.fhsc.com</a>	General information. See Prior Authorization Section of this Directory for additional PBM contact information
MDCH PBM M-F 8:15 am to 4:45 pm EST	804-965-7729	First Health Services Corporation 4300 Cox Road Glen Allen, VA 23060 <a href="http://www.michigan.fhsc.com">www.michigan.fhsc.com</a>	Pharmacy enrollment
Private Duty Nursing Resources			
MI AuthentiCare		<a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >>Providers >>Information for Medicaid Providers >>MI AuthentiCare	MI AuthentiCare manual, Fact Sheet, & Frequently Asked Questions. Also access provider reports, worker information, & manage users of MI AuthentiCare
Other Insurance for PDN	fax 517-335-8868 or 517-335-9272		Submit letters of explanation or EOB when required
Vision Services Resources			
Vision Contract Manager		Vision Contract Manager MDCH/Prior Authorization Division PO Box 30170	Submit copy of DCH-0893

		Lansing, MI 48913	
Vision Contractor (Classic Optical Laboratories)	888-533-2020 fax 330-759-8300	Classic Optical 3710 Belmont Ave. PO Box 1341 Youngstown, OH 44501-1341	Contractor for provision of eyewear frames and lens
Reporting Fraud, Abuse, or Misuse of Services			
Beneficiary Monitoring Program	517-335-5239 fax 517-241-9087	MDCH Program Investigation Section 320 S. Walnut Street Lansing, MI 48913-7979	Report <b>beneficiary</b> fraudulent, overuse, or misuse of Medicaid services
MDCH Program Investigation Section	866-428-0005 517-335-5239	MDCH/Program Investigation Section 320 S. Walnut Street Lansing, MI 48913-7979 <a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >> Inside Community Health, Fraud & Abuse	Report suspected Medicaid provider fraud and/or abuse
Health Care Fraud Unit	800-242-2873 fax 517-241-6515	Health Care Fraud Division Department of the Attorney General Medicaid Fraud Control Unit PO Box 30218 Lansing, MI 48913 <a href="mailto:hcf@ag.michigan.gov">hcf@ag.michigan.gov</a>	Report Medicaid provide fraud
Health Facility Complaint Line	800-882-6006		Complaints on quality of care by nursing facilities, hospitals, home health agencies
MDCH OBRA Office	517-373-8091	MDCH/OBRA Office 5 <sup>th</sup> Floor Lewis Cass Building 320 S. Walnut Lansing, MI 48933	Complaints/concerns about local CMHSP services to nursing facility residents
Bureau of Health Services, Allegations Section	517-373-9196		Complaints about licensed health care professionals (e.g., physicians, nurses, therapists, NF administrators)
Michigan Department of Civil Rights	800-482-3604		Report violations of handicapper rights
Other Health Care Resources/Programs			
Children's Waiver Program	517-241-5757	MDCH/Division of Mental Health Services to Children & Families Mental Health & Substance Abuse Administration 320 S. Walnut Street Lansing, MI 48913	Information regarding the Children's Waiver program
Freedom to Work	Local DHS office	Local DHS office	Information regarding program services, eligibility
Habilitation Supports Waiver for Persons with Developmental Disabilities	517-241-3044	MDCH/Bureau of Community Mental Health Services Mental Health & Substance Abuse Administration 320 S. Walnut Street Lansing, MI 48913	Information regarding certification and re-certification of HSW enrollees; and HSW coverages
Medicare Savings Program	Local DHS office		Information regarding program eligibility and enrollment

Mental Health Home-based Program	517-241-5772	MDCH/Division of Mental Health Services to Children & Families Mental Health & Substance Abuse Administration 320 S. Walnut Street Lansing, MI 48913	Information regarding how to obtain approval of new Mental Health Home-based programs for children and families
MI Choice Waiver		<a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >>Healthcare Coverage >>Services for Seniors >>MI Choice Waiver Program	Information regarding waiver services & regional contact information
MIChild	888-988-5300	Local DHS or Health Department <a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >>Health Care Coverage >>Children & Teens	Apply at local DHS or LHD, or apply on-line at MDCH website
Supplemental Security Income (SSI)	Local DHS office	Local DHS office	Information regarding program eligibility & enrollment
Transitional Medical Assistance	Local DHS office	Local DHS office	Information regarding program eligibility & enrollment
Traumatic Brain Injury Programs	800-642-3195	Local DHS office	Information regarding program eligibility & enrollment
Miscellaneous Contact Information			
CDC website (growth charts)		<a href="http://www.cdc.gov/growthcharts">www.cdc.gov/growthcharts</a>	
MI Choice Waiver – regional maps		<a href="http://www.miseniors.net/search">www.miseniors.net/search</a> >>Caregivers Corner >>MI Choice Waiver	
Sickle Cell Detection & Information Center	313-864-4406	18516 James Couzens Detroit, MI 48235	Obtain sickle cell tests, tubes, forms, & envelopes
SS & SSI Information Line	800-772-1213		
State of Michigan Operator		<a href="http://www.michigan.gov/mdch">www.michigan.gov/mdch</a> >>Providers >>Information for Medicaid Providers >>Provider Liaison Meetings	Telephone numbers for State of Michigan offices/employees